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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am a loyal and happy Sonic.net customer for several reasons:

1. Affordable service and clear lines. Sonic.net has all the clarity of ATT lines at an affordable price. Their telephone service is superior to ATT.
2. Excellent, live, LOCAL customer service that is responsive and efficient. ATT was THE MOST inept and frustrating experience I have ever had as a consumer. They are WAY too big for their (monopolized) britches, and on more than one occasion tried to make me pay for their ineptitude in handling orders and processing cancellations - shuffling me to multiple departments and countries, with absolutely no resolution on certain issues. And I'm not the only one of my friends who has had the experience. I will never go back to ATT again for any reasons, after two separate yet equally stressful bouts of trying to get them to be responsive to service issues and to get their billing department to follow through on their financial agreements. Horrible!
3. Because of # 2, consumers deserve and need CHOICE in their providers.
4. Sonic.net, unlike ATT, is socially responsible. They uphold net neutrality and user privacy - so key in this information age where every kind of personal data is exploited.
5. It's good for everyone.

Be stand up FCC. Do your job and protect the consumer and contribute to a more robust and fair economy through a competitive telecom market. Leave the protective elements of the 1996 telecommunications Act intact!

John Dorsey